

# YWCA IS ON A MISSION

## YWCA Programs & Services COVID-19 Response *updated 4/14/20 @ 5:00pm*

In response to the COVID-19 outbreak, YWCA Silicon Valley has realigned programs to continue to provide safety net services to the community. This realignment is in effect through May 3 and is subject to change per the Santa Clara County Executive Order:

### **SEXUAL ASSAULT, DOMESTIC VIOLENCE & HUMAN TRAFFICKING SUPPORT SERVICES**

Our **Crisis Line (800) 572-2782** is 100% operational.

For walk-in crisis intervention services, please call our **Crisis Line (800) 572-2782** for a virtual appointment, initial assessment, and follow-up plan, as we are no longer accepting walk-ins.

For sexual assault, domestic violence and human trafficking in-person response within hospitals and on-scene, we have shifted to phone contact.

Individual counseling, clinical therapy, advocacy, case management, legal services and immigration appointments have shifted to phone/video contact.

The YWCA Family Justice Center is on pause until May 3. Survivors can make appointments with YWCA legal staff and community partners via phone/virtual contact.

For survivors in immediate danger or risk of harm, in-person accompaniment to file a police report will be provided. All non-critical accompaniment will be provided virtually. Court accompaniment will still be provided as long as the Courts remain open.

### **EMERGENCY SHELTER, HOUSING & MOTELS**

We will continue to operate our shelter as long as we are able to provide a safe, clean environment, maintain necessary supplies and meet local public health orders. We will be providing extended shelter stays for current households within the emergency shelter. At this time, we will not be bringing in new households.

For survivors fleeing violence, motels will still be utilized as long as resources are available and open.

Homelessness Prevention and Rental Assistance is 100% operational and done via virtual/phone contact.

### **CHILDCARE CENTERS**

YWCA childcare centers are 100% operational and we have program plans that follow the most recent guidance from the State of California Office of Emergency Services, HUD, and the California Department of Education to ensure the health and safety of clients and staff.

**24-hour Sexual Assault – Domestic Violence – Human Trafficking**  
**For immediate in-person crisis assistance and counseling services, contact 24-hour support line**  
**(800) 572-2782**

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## COMMUNITY ENGAGEMENT, PREVENTION & TRAINING PROGRAMS

Non-crisis focused services, like school-based prevention and outreach work will be paused until May 3. YWCA is planning virtual Sexual Assault Awareness Month activities throughout April, and will provide WebEx or Zoom trainings to community partners where applicable.

We have moved to delivering our 65-hour training through WebEx.

Programs paused to-date include but are not limited to: Support Groups, Promotoras, VALOR and First Offender's Prevention Program.

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